

Message: RE: A to A

✉ RE: A to A

From Kraft, Emily **Date** Thursday, January 12, 2017 1:38 PM
To 'Carrie Hoelscher'
Cc

I'm glad you were able to get it resolved. I'll pass along your observation to ITSD and hopefully they can fix the bug.

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Thursday, January 12, 2017 1:37 PM
To: Kraft, Emily
Subject: RE: A to A

I think that solved it. Just an FYI, I've run into this a few times now since I first sent this email to you. I'm finding that when I activate an account, the database doesn't always save the address info I enter. It will always save name, street address and phone number, but not always county, city, state, or zip. If I notice it, I'll reenter that info and submit again. If I don't notice it, the sub will get the same message as below and will have to enter that info themselves, sometimes two or three times before the database will finally save it and let them finally have access to the database.

From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]
Sent: Thursday, January 12, 2017 10:51 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: RE: A to A

It looks like she is missing her county, city, and zip code. If she enters those and hits "Submit", what happens?

From: Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]
Sent: Thursday, January 12, 2017 10:44 AM
To: Kraft, Emily
Subject: FW: A to A

Emily,

Teresa Haffner at Alternatives clinic has completed the process of creating a subcontractor account and I've activated her account. When she tries to go back and log in to the database the attached screenshot is what she sees. I have had her completely close out of the browser several times and still, every time she types the link in the browser, rather than getting the log in screen this is what she gets instead. Please advise.

Thank you!
Carrie

From: Teresa Haffner [<mailto:teresahaffner@lifechoicecenter.org>]

Sent: Thursday, January 12, 2017 10:11 AM

To: Carrie Hoelscher <carrie@allianceforlifemissouri.com>

Subject: A to A